



## **DPS-INTELLIGENCE COORDINATION SPECIALIST TRAINEE**

### **CHARACTERISTICS OF WORK:**

This is entry level complex, technical work in the operation of a large computer-base data/voice terminal network. Incumbents operate real-time computer systems serving multiple terminals and radio-based stations. Work involves maintaining radio and computer contact with all public safety officers/agencies statewide; responding to emergency and distress calls with numerous state, federal, and local agencies/officers; and providing timely response to information requests from field personnel and users. The work requires the exercise of discretion, courtesy, tact, firmness, sound intelligent decision making skills, and knowledge of public safety procedures. General supervision is received from an administrative superior.

### **MINIMUM QUALIFICATIONS:**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

### **EXPERIENCE/EDUCATIONAL REQUIREMENTS:**

#### **Education:**

Thirty (30) semester hours from an accredited two-year college or four-year college or university in criminal justice, law enforcement, data processing, or a related field.\*

**OR**

#### **Education:**

Graduation from a standard four-year high school or equivalent (GED);

**AND**

#### **Experience:**

One (1) year of experience related to the above described duties.\*

### **Substitution Statement:**

Related education and related experience may be substituted on an equal basis.\*

**\*NOTE:** Within twelve (12) months of hire date, persons employed in this occupation class must successfully complete the certification requirements/minimum training standards for telecommunicators as set forth by the Board of Emergency Telecommunications Standards and Training. This requirement is in accordance with Section 19-5-353 of Mississippi Code Annotated, and is necessary for conferment of permanent state service status.

### **PHYSICAL REQUIREMENTS:**

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

**Light Work:** May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Ability to adjust focus:** Ability to adjust the eye to bring an object into sharp focus.

**Speaking/Hearing:** Possesses the ability to give and receive information through speaking and listening skills.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms and stoop, kneel, crouch, or bend.. The incumbent is occasionally required to stand; walk; and climb or balance.

## **COMPETENCIES:**

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

## **PUBLIC SECTOR COMPETENCIES:**

**Integrity and Honesty:** Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

**Work Ethic:** Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

**Service Orientation:** Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

**Accountability:** Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets.

Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

**Self Management Skills:** Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

**Interpersonal Skills:** Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

**Communication Skills:** Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

**Self-Development:** Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

## **TECHNICAL COMPETENCIES:**

**Communication:** Shares information in writing or verbally.

Concisely and correctly answers questions and/or explains or conveys information to the public, public safety officers, local, state, and federal agencies, and other field personnel. Asks appropriate questions to gain information needed to assist the public or provide information to the public, agency personnel (e.g., personnel inside agency, outside agency, and other state's agency personnel), or other entities. Participates effectively in meetings, seminars, and training sessions. Presents oral and written information internally or externally using proper grammar, punctuation, and content. Appropriately documents information using tools such as: letters, e-mails, reports, memoranda, etc. Communicates information in a courteous manner without invoking anger. Knowledgeably refers issues to appropriate agency or other personnel. Maintains the ability to hear and listen effectively.

**Workflow Management:** Carries out, completes, and follows up on work that is performed.

Effectively manages workload to complete multiple tasks. Works independently resolving all tasks timely. Researches and finds solutions using all available informational resources. Effectively utilizes resources such as time, computer equipment, supplies, travel, etc. Makes appropriate choices or exercises sound judgment for a variety of circumstances. Exercises appropriate level of professional curiosity based on information obtained. Adapts appropriately to a variety of situations and surroundings.

**Functional Capability:** Possesses or is capable of developing the specific knowledges and technical abilities to succeed in the specified position.

Possesses knowledge of relevant laws, regulations, programs, and agency policies. Possesses knowledge of plans and programs that are administered by the agency. Maintains regular contact with persons in other departments, entities, or other agencies to coordinate activities, to resolve problems, to furnish or obtain information, and to explain policies, procedures, programs, rules, and regulations. Maintains current knowledge of procedures and protocol involving both in-state and out-of-state criminal justice and law enforcement entities. Maintains a working knowledge of phone company procedures and terminology in order to define problems. Maintains a working knowledge of public safety emergency management procedures and the operation of the National Advance Warning Alarm System. Adheres to procedures as required by MJIC, Central Data Processing Authority, National Crime Information Center, and/or National Law Enforcement Telecommunication System.

**Professional Maturity:** Possesses the capacities and aptitudes acquired by means of personal or professional experience, which enable functions to be fulfilled, and enables the incumbent to deal with situations in the workplace in a professional manner.

Is able to assess the situation and appropriately respond. Exhibits the attributes of confidence, assertion, tolerance, patience, and empathy at the appropriate time in stressful or high-pressure situations. Manages conflicts and defuses situations. Knows when to refer an issue to the appropriate level. Aligns personal behavior with agency standards. Continuously assesses work unit for areas of improvements and suggests changes for continuous improvement. Responds appropriately to supervision and administrative decisions. Is able to work under and with authority and accepts decisions. Takes initiative to accomplish stated and unstated goals. Maintains appropriate standards of professionalism and only provides information within authority to provide in area of expertise. Exercises discretion, courtesy, tact, and firmness in making decisions.

**Mentoring or Training:** Watches over, assists with work of, and determines the training needs of co-workers. Utilizes appropriate methods for training.

Mentors or otherwise assists co-workers as assigned helping them to improve their knowledge, skills, and abilities. Develops co-worker's skills and encourages growth. Facilitates co-worker learning. Fosters a positive attitude. Participates in job training programs (On the Job Training). Shares knowledge and wisdom with less experienced employees.

**Technical:** Is proficient in operating a large computer base data/voice terminal network.

Is proficient in operating real time computer systems serving multiple terminals and radio based stations. Has the ability to retrieve, analyze, and utilize data using automated information systems such as MJIC, NCIC, and NLETS. Possesses knowledge of and utilizes applicable software programs such as CAD.

## **ESSENTIAL FUNCTIONS:**

**Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:**

1. Receives both advanced classroom and on-the-job training.

2. Operates real time computer systems serving multiple terminals and radio based stations responding to calls and gathering appropriate information.
3. Maintains contact and exchanges information with the proper persons at appropriate times.
4. Maintains a working knowledge of procedures and protocol to answer questions and identify problems.
5. Maintains records in accordance with proper rules and procedures.

**EXAMPLES OF WORK:**

**Examples of work performed in this classification include, but are not limited to, the following:**

Receives advanced classroom and on-the-job training on the retrieval, analysis, and potential uses for enforcement data available through such local, state, and national automated enforcement information systems such as MJIC, NCIC, NLETS, and other databases.

Makes network distribution of traffic based on need.

Operates various communication equipment such as a wireless/two-way communication system.

Operates computer systems and peripheral equipment.

May review incoming and outgoing criminal-related law enforcement traffic, including disaster and crime alerts.

Makes notification of unusual events or incidents to appropriate personnel in a timely manner.

May be required to maintain a current knowledge of procedures and protocol involving both in-state and out-of-state criminal justice and law enforcement entities.

May answer questions on matters involving data, terminals, phone lines, communications, and network operations procedures.

Maintains a working knowledge of phone company procedures and terminology in order to define problems.

May be required to maintain a working knowledge of emergency management procedures as related to public safety and the operation of the NAWAS (National Advance Warning Alarm System).

Defines problems related to network operation and performance.

Adheres to defined procedures as required by Mississippi Justice Information Center, Central Data Processing Authority, National Crime Information Center, and/or National Law Enforcement Telecommunications Systems.

Maintains necessary logs and files.

Prepares and/or submits daily reports.

Performs related or similar duties as required or assigned.

**INTERVIEW REQUIREMENTS:**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.